



19 July 2023

45 Pipitea Street, Wellington 6011

Phone +64 4 495 7200

Najeeb Z

fyi-request-23206-

7d62060e@requests.fyi.org.nz

dia.govt.nz

Tēnā koe Najeeb

OIA request 22/23 0959 Request for citizenship by grant data

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 21 June 2023.

You requested –

Could I please request the following data for-Citizenship Application By Grant (Submitted online) for the month's June (1st June) 2022 to November (30th Nov) 2022?

Content requested.

Submitted Month

Number of Approved Applications (Submitted Online) Number of Processing Applications (Submitted Online) Number of applications (Submitted Online) waiting to be allocated to a case officer Number of applications (Submitted Online) each month in different queues i.e., requesting the number of applications in each queue separately (June 2022 to November 2022)

Also, if you can provide a breakup of,

What is the submission month for the allocated/processing applications in each bucket at the moment (the day you answer)? For example: Bucket 1: Currently processing Applications submitted in May 2022 Bucket 2: Currently processing applications submitted in July 2022.

In response to your request I can provide you with the information contained within Appendix A that is attached alongside this letter.

Please note that bucket is an internal word the Department uses which essentially means workstream. When you apply, your application is triaged into a workstream with similar applications. Putting applications into workstreams is an internal process which allows the Department to assign citizenship trained Life and Identity Services Officers (LISOs) to process similar types of applications based on their skills. Appendix A will therefore refer to workstreams.

It may also be helpful for me to explain that there are six different workstreams. All applications start off by being placed into workstream two and then are filtered into other workstreams using system logic. An overview of the workstreams is below:

Workstream one – Applications from workstream 2 that were not automatically able to go into workstream 3, 4, 5 or 6, and that have been pre-assessed by an administrator for completeness. Applications filtered to workstreams 3, 5 and 6 may also be transferred to workstream 1, if after the initial manual assessment, it is deemed that further manual assessment is required.

Workstream two – All applications begin in this queue are filtered to other queues using system logic. Applications that are not automatically able to go to workstream 3, 4, 5 and 6 remain in this queue until they are picked up by an administrator and pre-assessed for completeness, before then being moved to workstream 1.

Workstream three – Online applications that meet all automated checks.

Workstream four – Applications assessed under the Citizenship (Western Samoa) Act 1982.


Workstream five – Online applications that meet all automated checks except presence and/or English. Manual assessment required.

Workstream six – Applications submitted on paper that meet all automated checks.

As this information may be of interest to other members of the public, the Department has decided to proactively release a copy of this response on its website. All requestor data, including your name and contact details, will be removed prior to release. The released response will be made available here: <https://www.dia.govt.nz/Official-Information-Act-Requests-2>.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi

A handwritten signature in black ink, appearing to be 'Kate Raggett', written in a cursive style.

Kate Raggett
Manager Operational Policy and Official Correspondence
Service Delivery and Operations